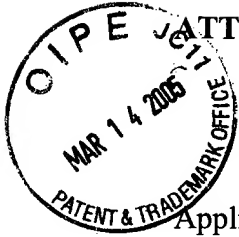


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"Reply under 37 CFR 1.116
--Expedited Procedure--
Examining Group 2645

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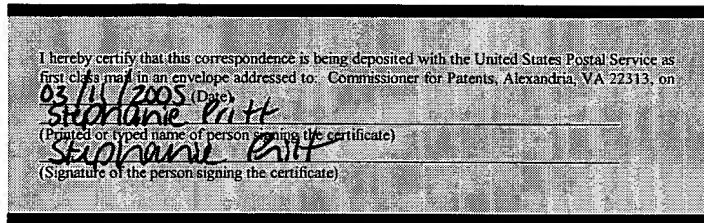
ATTORNEY DOCKET NO. EADS 0051

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Alisdhair Campbell, *et al.*
Serial No.: 09/756,471
Filed: January 8, 2001
Title: CUSTOMER COMMUNICATION SERVICE SYSTEM
Grp./A.U.: 2645
Examiner: Chow, Ming

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450



Sir:

AMENDMENT UNDER 37 C.F.R. § 1.116

In response to the Examiner's Action mailed January 12, 2005, please amend the above-identified application as follows: